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I. PROMOTION POLICY STATEMENT

All promotions shall be made in accordance with applicable Civil Service rules and regulations, Department of Social Services policy and procedures, and appropriate Equal Employment Opportunity guidelines.

It shall be the responsibility of the appointing authority or his designee to consider all employing methods to ascertain the selection of the best-qualified candidate. Promotions shall be made after giving consideration to merit, efficiency, and qualifications; and every effort shall be made to fill vacant positions with the candidate who best meets the established selection criteria for that position. The criteria used in the selection process shall be one or any combination of the following: established job profile, personal interview, written or oral examination, or evaluation of experience and training. The promotion program shall be geared to:

- Attract and retain highly qualified employees.
- Select the best-qualified persons to fill the vacancies.
- Utilize employees' skills, capabilities and training in the best interest of the department.
- Provide opportunity and counseling for the progressive development of employees.
- Obtain a higher level of employee performance and satisfaction.
- Provide special attention to the needs of the disabled, women, minorities and others under the affirmative action plan in order to equip them for advancement and opportunities.

II. APPLICABILITY


The appointing authority has the option to fill a vacant position by methods other than promotion, (probational appointment, reassignment, reemployment, demotion, etc.). Therefore, this policy only applies when the vacancy is to be filled by promotion.

*Vacancies may be filled without an announcement regardless of pay level by the following methods: reassignment, voluntary demotion, lateral transfer, change in duty station, non-competitive re-employment (probational), and non-competitive promotion when an employee possesses re-employment eligibility for and meets the Civil Service minimum qualifications for the position.**

III. DIVISION OF RESPONSIBILITIES

A. Responsibility of Employees

It shall be the responsibility of all employees to qualify themselves for promotion to positions within the Department of Social Services on their own initiative; to apply for promotions as per announcements posted on [Job Search](#) (located on the Civil Service

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website) and/or bulletin boards; and to apply to the Department of Civil Service to compete in the examination process when applicable.

B. Responsibility of the Offices

The Offices are responsible for establishing sound job-related criteria for all ***vacancies**** to be filled by promotion as defined in Section I. above, and for complying with Equal Employment Opportunity (EEO) guidelines.

Each Office Human Resources Director, or that employee designated to handle human resources functions, shall see that all vacant positions that are to be filled by promotion are properly announced and posted, and are in compliance with all established promotional procedures. A regular system of notifying the Human Resources Director, EEO Specialist, or other appropriate personnel of vacancies shall be established.

***C.** Exceptions**

The Secretary of the Department of Social Services may grant an exception to any provision of this policy, provided such exception is not in conflict with Civil Service Rules or other pertinent regulations. All unclassified positions shall be exempt from this policy.


IV. PROMOTION PROCEDURES

The following policy will govern the method of filling vacant positions by promotions.

A. Competitive Promotions

1. ***For the purpose of this policy, the term "competitive promotion" is defined as positions at or above the following pay levels**:**

Administrative Schedule	AS-615
Medical	MS-517
Protective Services	PS-115
Scientific/Technical	TS-311
Social Services	SS-414

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***Vacancies at or above these pay levels, that are to be filled by promotion, must be filled by either of the following means**:**

- a. From a Department of Civil Service Promotional Certificate of Eligibles, or
- b. Without a Promotional Certificate of Eligibles if an employee has an eligible or promotional certifiable score.

2.* Competitive positions that are continuously open for application to Civil Service will not be announced when a vacancy exists. It is the employee's responsibility to apply to Civil Service to obtain a score as soon as they meet the minimum qualification requirements for jobs that they are considering.

3.* Competitive positions that are not continuously open for application will be announced by Civil Service for a minimum of two (2) weeks on [Job Search](#).

4.* The promotional zone (area) for competitive promotions shall be one of the following:


- All State Departments
- DSS only, or
- Office where position exists (OFS, OCS, OS/OMF, or LRS).

5.* Exception to testing for competitive promotional purposes is:

When a promotional certificate has been issued and there are less than five (5) available applicants for jobs that use an eligible or an experience and training (E & T) rating, an applicant need only meet the minimum qualification requirements to be promoted. The Civil Service certificate must grant non-competitive authority.

If such authority has been granted, the vacant position is to* be announced for at least five (5) working days in the same promotional zone as the certificate that was issued giving non-competitive promotional authority.

All applicants who meet the established selection criteria ***may be considered or**** interviewed. All applicants shall be notified in writing once an appointment has been made.

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B. Non-Competitive Promotions


1. *For the purposes of this policy, the term “non-competitive” is defined as positions at or below the following pay levels**:

Administrative Schedule	AS-614
Medical	MS-516
Protective Services	PS-114
Scientific/Technical	TS-310
Social Services	SS-413

2. Positions designated as non-competitive are filled without a Civil Service Certificate of Eligibles. The procedures for filling *vacancies at or below these levels** by promotion are as follows:
 - a. All vacancies shall be announced on [Job Search](#).
 - b. The promotional zone (area) shall be one of the following:
 - All State Departments
 - DSS only, or
 - Office where position exists (OFS, OCS, OS/OMF, or LRS), and may be restricted to a regional area or parish office.
 - c. The announcement must be posted for the parish where the vacancy exists. The announcement must be posted for the promotional zone (area) selected, but is not limited to the parish where the vacancy exists.
 - d. Announcements shall be posted for a minimum of five (5) working days.
 - e. Civil Service has incorporated most clerical/secretarial non-competitive jobs into a direct hire process referred to as QUEST (Quality Express Staffing). Job titles that are covered by QUEST are the same as those covered by the [Clerical Office & Administrative Support Test \(COAST\)](#). The procedures listed above in 2. a.-d. are applicable to QUEST positions.

When filling *vacancies for** jobs that are covered by QUEST by promotion, the individual with hiring authority may determine the following on a vacancy-by-vacancy basis:

- 1.) The need for and designation of preferred scores for COAST Behavior Assessment and COAST Office Skills.

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- 2.) The need for typing requirement and the designation of preferred score for COAST Typing Skills.
- 3.) The use of Civil Service preferred qualifications as indicated on the Civil Service job specifications, or qualifications above the Civil Service preferred qualifications. Justification is required if an applicant is hired who does not meet the specified qualifications.

When filling positions covered by QUEST, individuals with hiring authority are expected to ordinarily select an applicant with a preferred test score. Hiring practices and patterns of hiring for QUEST positions are monitored by Civil Service to ensure that appointments reflect this. Therefore, individuals with hiring authority should be prepared to justify all hiring decisions for these positions.

3. Applicants will be required to take and pass a Civil Service Examination for promotion under the following circumstances:
 - a. Promotion from a nonprofessional to a professional level job.
 - b. Promotion from a job in one "test series" number to a job in another "test series" number (refer to [General Circular #001361](#)).
 - c. Promotion from a job that does not use a test to a job that does.
4. Testing is not required for positions covered by QUEST for a non-competitive promotion of an employee with permanent status who currently occupies a clerical job and has been in the job at least six months, or an employee with permanent status who has occupied a clerical job for at least six months anytime during the previous five years.

C. Rate Of Pay Upon Promotion ([Civil Service Rule 6.7](#))


1. When an employee is promoted to a position in a higher grade, his pay **shall** increase by at least 7%.
2. When an employee is given a one-grade promotion, his pay **shall** increase by 7%.
3. When an employee is given a two-grade promotion, his pay **may be** increased in an amount not to exceed 10.5%.

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4. When an employee is given a three or more grade promotion, his pay **may be** increased in an amount not to exceed 14%.
5. An employee shall not be paid below the minimum of the higher grade.
6. When an employee is promoted from a job assigned to one pay schedule to a job assigned to another pay schedule with a higher maximum, his pay shall be adjusted as follows:
 - a. If the maximum of the job to which he is being promoted is less than 14% above his current maximum, his pay shall be increased by 7%.
 - b. If the maximum of the job to which he is being promoted is at least 14% but less than 21% above his current maximum, his pay shall be increased at least by 7% but not to exceed 10.5%.
 - c. If the maximum of the job to which he is being promoted is equal to or greater than 21% above his current maximum, his pay shall be increased by at least 7% but not to exceed 14%.
7. When an employee has been detailed with pay to a higher level job and is promoted to that same job or a job at the same pay level or higher pay level directly from the detail, his pay eligibility on promotion shall not be less than he received on detail.

D. Promotional Rate Of Pay To Serve A Probationary Period

Employees who resign a permanent position in order to accept a promotion on a probationary basis may receive the promotional increase at the time of hire or at a later date for a period not to exceed one year from the appointment.

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E. Effective Date of Promotions

1. When a selection is made from a Civil Service Promotional Certificate, the effective date of the promotion can be the issue date of the certificate but shall not exceed 30 days from the final authorized expiration date.
2. When an internal announcement for positions designated as “non-competitive” ***or QUEST direct hire**** is issued to fill a vacancy by a promotion, the effective date shall not exceed ***90**** calendar days from the expiration date shown on the announcement.
3. When non-competitive promotional authority is granted by Civil Service for positions designated as “competitive” and an internal announcement is issued to fill a vacancy, the effective date shall not exceed 60 calendar days from the issue date of the certificate.
4. The effective date of a promotion shall not be prior to the date the employee begins performing the duties of the new job.
- *5. The effective date of a promotion shall not precede the closing date of the announcement.****
- *6. All applicants shall be notified in writing once an appointment has been made.****